

State of Montana

Department of Public Health and

Human Services

IT Plan

FOR FY2010 - FY2015 IT PLAN UPDATE

Prepared By:

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES TECHNOLOGY SERVICES DIVISION

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EXECUTIVE SUMMARY

To fulfill our mission to improve and protect the health, well-being, and self-reliance of all Montanans, the Department of Public Health and Human Services (DPHHS) has made significant investments in information technology. Our systems and the data they collect and manage are mission critical for the programs they support. Responsibility for these systems lies within the Technology Services Division (TSD), which is charged with system development and maintenance, procurement, project management, and data center and telecommunications services. These IT services play a vital role in enabling the Department to succeed in its mission.

At this time, DPHHS is embarking on a system modernization effort that includes replacing several of the Department's largest systems that have reached end-of-life. They are monolithic in nature and difficult and expensive to maintain. They do not possess the modern IT design and technology features that allow them to readily share information or change to comply with ever-changing federal and state policies. These facts led to long-range appropriations in the 2007 and 2009 Legislative Session to replace key human service systems. These system replacement efforts will put in place the next generation of IT systems. The next generation of DPHHS systems must be built to:

- Improve the integration of services to customers using more than one of the Department's programs.
- Improve the quality, integrity, and reliability of data used to administer the Department's programs and provide benefits to customers.
- Increase the value and lower the risk of the Department's investment in information technology by providing a framework of components and data that can be shared and reused by many systems.
- Implement the appropriate security and confidentiality safeguards for the Department's information systems and data.

Our system modernization efforts will also incorporate enterprise architecture and accompanying technologies such as business rules engine, web services and Service-Oriented Architecture into its plans for replacing its legacy set of human service systems. This enterprise architecture will support the Director's initiative to operate the Department as an "enterprise," rather than a collection of unrelated programs and services. The goal of this initiative is to foster holistic service delivery where programs collaborate and cooperate with each other in meeting the needs of individuals and families. This collaboration is currently being supported by the use of tools we have recently put in place such as WebEx and SharePoint, which assist our 3,100 employees located statewide communicate more regularly and more effectively without traveling long distances.

Our IT Plan includes goals and objectives that directly support the Department's strategic goals and objectives and are aligned with the goals in the State IT Plan published by the State CIO. The DPHHS IT Plan supports Department initiatives to enhance the service levels of all its programs by establishing an enterprise-based environment that increases the efficiency of service delivery by facilitating information sharing while maintaining the data, functionality and confidentiality unique to each program. All of the initiatives presented in this plan are designed to ensure that DPHHS is able to accomplish its mission to promote the health and welfare of the citizens of Montana.

SECTION 1: AGENCY CONTACT INFORMATION

Agency Name: Department of Public Health and Human Services (DPHHS)

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SECTION 2: AGENCY IT MISSION

2.1 Agency IT Mission Statement

To implement and improve technology that supports the Department's mission to improve and protect the health, well-being, and self-reliance of all Montanans.

SECTION 3: AGENCY SECURITY PROGRAM

3.1 Security Program

DPHHS has an important stake in securing its information systems, many of which house sensitive and confidential data on individuals. In addition to State regulations, the information contained in these systems is governed by federal guidelines, including the Health Information Portability and Accountability Act (HIPAA). Accordingly, the Technology Services Division (TSD) has begun the development and implementation of a National Institutes of Standards and Technology (NIST) based IT Security Program. The components of the Security Program and the status of implementing the components are described below:

SECURITY STAFF: TSD has staff with assigned IT Security responsibilities. The current staffing is explained in the following table:

FTE	Current title	Sec. Role
.5	Compliance and Security Manager	Information Security Manager
1	Security Business Analyst	Security Planning, Risk Assessment, policies & procedures, security training
1	System Security Unit Supervisor	Manages access control for 138 systems and applications
2	Information System Specialists	access control

TSD has written a Security Roles and Responsibilities document that defines the roles and responsibilities for Department staff as it relates to IT security. This document, based on NIST Special Publication 800-37 (SP 800-37), is still in the approval process. The DPHHS Director has designated an Information Security Manager as required by MCA 2-15-114.

SECURITY PLANNING: TSD has continued to submit security plans for new system development efforts to the State CIO. These new systems include Combined Healthcare Information and Montana Eligibility System (CHIMES-Medicaid), SNAP eligibility System (CHIMES-SNAP), TANF Eligibility System (CHIMES-TANF), Montana Automated Child Welfare Information System (MACWIS), and Medicaid Management Information System (MMIS). Each security plan provides an overview of the security requirements for the system and describes the controls planned for meeting those requirements. The completion of these security plans is a requirement of the Chief Information Officer of the State of Montana. These security plans are based on the NIST SP 800-18, Guide for Developing Security Plans for Federal Information Systems. They have been approved by ITSD. Currently TSD is in the process of updating some of these plans.

Additionally, TSD wrote an Enterprise Wide Security Plan that presents a plan for securing all DPHHS Systems. All information systems owned and operated by the State of Montana have some level of sensitivity and require the appropriate level of protection. Accordingly, the Enterprise Security Plan provides an overview of the security requirements for the systems and describes the controls planned for meeting those requirements. This plan also defines the responsibilities and expected behavior of all individuals who access DPHHS systems

RISK ASSESSMENT: TSD contracted with Thomas R. Peltier Associates, LLC which is a nationally recognized information security training firm to provide Risk Assessment training to TSD staff as well as other Agencies within the State. Seven agencies participated by sending staff to this 3 day training.

TSD has conducted (or is in the process of conducting) risk assessments on 5 Systems. DPHHS has in excess of 100 systems and thus conducting risk assessments on all systems will take some time. The Technology Services Division (TSD) is prioritizing the systems and conducting risk assessments on those in order of priority.

TSD is also developing a risk assessment tool kit which will allow risk assessments to be conducted in a more efficient manner. This will also more easily ensure that all risk assessments are conducted in a similar manner and so each system is assessed equally. This toolkit is based on NIST SP 800-30, *Risk Management Guide for Information Technology Systems*.

POLICIES AND PROCEDURES: The Technology Services Division (TSD) continues to review, update as needed, and create policies and procedures. The following policies are currently under review:

- Information Security and Data Access Policy
- Computer and Electronic Information Theft or Misplacement Reporting Guidelines
- Desktop, Laptop and Tablet Computer Security

Updates to existing policies, and new policies drafted, will include alignment with State information technology policies, standards, procedures, and guidelines published by the Department of Administration, Information Technology Services Division and found at http://itsd.mt.gov/policy/itpolicy.asp.

SECURITY AWARENESS: TSD has begun drafting a security awareness program. This program will be based on NIST Special Publication 800-50, Building an Information Technology Security Awareness and Training Program. This publication provides guidance for building an effective information technology security program and supports requirements specified in the Federal Information Security Management Act (FISMA) of 2002 and the Office of Management and Budget (OMB) Circular A-130, Appendix III. A strong IT security program cannot be put in place without significant attention given to training agency IT users on security policy, procedures, and techniques, as well as the various management, operational, and technical controls necessary and available to secure IT resources. In addition, those in the agency who manage the IT infrastructure need to have the necessary skills to carry out their assigned duties effectively.

SECTION 4: AGENCY IT PLAN - GOALS & OBJECTIVES

4.1 Goals

Goal Number 1:

ITG 1 Use information technology to support and enhance DPHHS program service delivery and increase efficiencies.

Description: Information technology is an essential tool used to support and improve DPHHS program service delivery. The DPHHS will continue to look for ways in which information technology can add value to its business functions. Examples include document management, document imaging, system integration, web-based applications, internet portals, and public/provider access.

Benefits: Increased efficiency and effectiveness in performing DPHHS business functions.

This DPHHS IT goal supports the following State IT Goals:

- Goal 1: Involve communities of interest with common and/or related business objectives in information technology strategic plans.
- Goal 2: Implement common business applications and shared services across governmental units.
- Goal 4: Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO 1-1 Develop, maintain and enhance DPHHS IT systems to meet changing business needs and policies at the State and federal levels.

Business Driver: As business needs change and as advancements in technology become available enhancing DPHHS IT systems will enable the programs to meet federal mandates and increase efficiency and effectiveness.

Benefits: Meet State and federal program mandates; meet new program needs; increase efficiency and effectiveness; support data sharing with federal partners.

Risks: Unmet policy mandates could result in non-compliance with State and federal laws with potential monetary penalties and sanctions. Delays in development and enhancement could delay the provision of new services or require manual processes be implemented.

Timeframe: Ongoing

Critical Success Factors: Compliance with State and federal mandates, continued access to federal funding, increased program efficiency (more served and reduced costs).

Supporting Objective/Action

ITO 1-2 Plan to replace legacy systems that have reached end-of-life.

Business Driver: Replacing aging legacy systems with systems that utilize modern IT concepts, tools and techniques, and that are consistent with DPHHS and State direction and standards will increase functionality, increase efficiencies, automate business rules, and reduce costs.

Benefits: Updated technology, increased functionality, reduced maintenance cost, increased interoperability and data sharing, automated business rules, efficiency and effectiveness in performing DPHHS business functions.

Risks: Current legacy systems are difficult and costly to maintain. Legacy technology is two generations behind current IT trends and tools. Systems are at risk of compromised support in terms of both technical

expertise and vendor software support.

Timeframe: 2010-2014

Critical Success Factors: New systems implemented on time and on budget. New systems result in reduced user training, higher service levels, increased accuracy, and reduced cost of maintenance.

Supporting Objective/Action

ITO 1-3 Implement electronic records management at the enterprise level.

Business Driver: Establish the infrastructure and processes (document imaging, storage and retrieval) for electronic records management to create efficient and paperless real-time access to documents in a virtual office environment that crosses physical boundaries.

Benefits: Ensure the efficient and safe retention and access of archived information for the timeframe required based on the type of data stored.

Risks: Archival information is not safely retained and is at risk for loss and not being available as needed.

Timeframe: 2010-2014

Critical Success Factors: Information safely retained for appropriate period. Allow efficient and rapid access to archival information, which results in higher service levels, increased accuracy, and reduced cost of maintenance.

Supporting Objective/Action

ITO 1-4 Department systems will be designed to allow for GIS functionality.

Business Driver: Incorporating GIS requirements into system replacement projects by designing geo-code ready databases in current and future systems will maximize the ability of DPHHS to provide appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens...

Benefits: Increased service levels through geo-spatial reporting and analysis to identify populations and maximize targeted use of benefits and funding. Enhance reporting of problems and outcome measures by region.

Risks: Systems that do not avail themselves to GIS reporting and analysis capabilities will result in missed opportunities to target and measure services and outcomes.

Timeframe: 2010-2013

Critical Success Factors: Improved outcomes, increased program efficiencies, services and benefits targeted to populations in need.

Supporting Objective/Action

ITO 1-5 Expand use of collaboration tools (WebEx, SharePoint) Department-wide in support of programs and projects.

Business Driver: Implementing collaboration tools internally to support our operation will increase efficiency, decrease staff travel time, increase ability to outreach/train and decrease costs. Internal implementation includes going beyond employee based to include Contractor's and other partners.

Benefits: Decreased service levels through effective sharing of information through oral and written communications that transcend physical and organizational barriers.

Risks: Incomplete, ineffective and redundant information and communications.

Timeframe: Ongoing

Critical Success Factors: Business conducted with decreased travel time.

Supporting Objective/Action

ITO 1-6 Expand eGovernment Services.

Business Driver: Implementing web-based self-service applications will increase access to services, rreduce travel costs, and reduce time to process service requests by Department staff.

Benefits: Increase service availability and speed.

Risks: Missed opportunities to serve.

Timeframe: ongoing

Critical Success Factors: More clients served more quickly.

Goal Number 2:

ITG 2 Ensure that information technology resources are efficient, responsive, cost-effective and available when needed.

Description: DPHHS must acquire and maintain the adequate number, type, and quality of IT resources needed to support its systems. IT resources including staff, hardware and software tools, must be maintained at the appropriate levels to adequately provide this support. IT resources must be responsive and provide the required availability and redundancy in a cost-effective manner.

Benefits: Increased efficiency, cost-effectiveness, responsiveness, availability and redundancy of IT resources to support DPHHS business functions.

This DPHHS IT goal supports the following State IT Goals:

- Goal 1: Involve communities of interest with common and/or related business objectives in information technology strategic plans.
- Goal 2: Implement common business applications and shared services across governmental units.
- Goal 3: Create quality jobs and a favorable business climate.
- Goal 4: Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO 2-1 Install, maintain and enhance servers, databases, networks, and personal computers.

Business Driver: Upgrading and enhancing the DPHHS infrastructure is necessary for increasing efficiency, decreasing cost, ensuring availability and support DPHHS business functions.

Benefits: Increased efficiency, cost-effectiveness, responsiveness and availability of IT resources to support DPHHS business functions.

Risks: Server and PC hardware, in terms of performance and capacity, does not keep up with program business needs and will not support newer IT technologies and systems.

Timeframe: Ongoing

Critical Success Factors: Server and PC performance meets user expectations. Server and PC performance and disk capacity is available and sufficient for modern web-based systems. Databases support reporting requirements.

Supporting Objective/Action

ITO 2-2 Develop a continuity of operations plan (COOP)

Business Driver: A continuity of operations plan is essential to ensure the continued delivery of services essential to the health and welfare of Montana citizens.

Benefits: Ensure continued operations and rapid recovery of IT service.

Risks: Loss of ability to deliver key services that are required to maintain the health and welfare of

Montana citizens.

Timeframe: 2010

Critical Success Factors: A business continuity plan that allows all critical DPHHS operations to continue in the event of a loss of infrastructure (telecom, power, etc.), equipment, personnel or facilities.

Supporting Objective/Action

ITO 2-3 Build system redundancy.

Business Driver: System redundancy is necessary to ensure the appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens.

Benefits: Increased availability and expertise of IT resources that support systems critical to DPHHS business functions.

Risks: Interrupted or comprised service of IT systems critical to DPHHS operations.

Timeframe: Ongoing

Critical Success Factors: Fewer incidences of "single point of failure" events. Inventory and risk analysis of possible "points of failure" by following the business continuity plan.

Supporting Objective/Action

ITO 2-4 Hire, train and retain a skilled IT workforce at appropriate levels.

Business Driver: A skilled IT workforce is necessary to adequately meet all the other goals and objectives within this IT plan.

Benefits: Increased efficiency, cost-effectiveness, responsiveness and availability of IT resources to support DPHHS business functions.

Risks: Reduced IT services levels for the support, maintenance and development of IT systems critical to DPHHS operations.

Timeframe: Ongoing

Critical success factors: Increased productivity; decreased turnover; maintain and evolve skills needed to develop and support Department systems.

Supporting Objective/Action

ITO 2-5 Increase energy efficiency of IT infrastructure.

Business Driver: Implement data center and virtual server environments that reduce carbon footprint.

Benefits: Reduction of energy usage by IT infrastructure used by DPHHS that results in cost savings and lessens the impact on the environment.

Risks: Increased energy costs and emissions from the energy generated to support IT equipment and facilities.

Timeframe: Ongoing

Critical success factors: Decreased energy usage; decreased cost.

Supporting Objective/Action

ITO 2-6 Continue to create project management tools and templates to be used across the Division.

Business Driver: Creating project management tools and templates based on the Project Management Institute's Project Management Body of Knowledge (PMBOK) will result in lower risk and better communications on IT projects.

Benefits: Planned and managed IT projects that meet customer expectations and are on-time and on-

budget. Lower risk and better communications.

Risks: Projects without adequate project management are at high risk of failure, cost and schedule overruns.

Timeframe: ongoing

Critical Success Factors: Successful projects, on-time and on-budget that meet customer expectations.

Goal Number 3:

ITG 3 Implement common business functions across the Department via an Enterprise Architecture.

Description: Create an Enterprise Architecture plan that leverages State (Conceptual Architecture Plan) and federal (Medicaid Information Technology Architecture) guidelines and initiatives will allow systems to maximize their functionality and increase efficiencies and effectiveness.

Benefits: Increase the value of the Department's investment in information technology by defining an Enterprise Architecture that allows systems to maximize their function and data through re-use and sharing.

This DPHHS IT goal supports the following State IT Goal:

- Goal 1: Involve communities of interest with common and/or related business objectives in information technology strategic plans.
- Goal 2: Implement common business applications and shared services across governmental units.

Supporting Objective/Action

ITO 3-1 Implement new systems within Service Oriented Architecture.

Business Driver: Service Oriented Architecture framework allows services and data to be shared between systems which will ensure appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens.

Benefits: Increase the value of the Department's investment in information technology by providing a framework of services that can be shared and reused by multiple systems. Minimize redundant capture and promote sharing and reuse of data.

Risks: New systems without service orientation will be more difficult to integrate and will exist as silos.

Timeframe: 2010-2014

Critical Success Factors: New systems are able to share functionality and information.

Supporting Objective/Action

ITO 3-2 Implement an Enterprise Service Bus.

Business Driver: Implementing Enterprise Service Bus software that allows for message exchange between services in a Service Oriented Architecture environment ensures appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens.

Benefits: Increase the value of the Department's investment in information technology by providing a messaging framework that allows services to communicate between systems. Minimize redundant capture and promote sharing and reuse of data.

Risks: Without an ESB, it will be difficult and costly to provide the messaging required between services and across platforms.

Timeframe: 2010-2013

Critical Success Factors: Systems exposing and accessing services and information via the ESB.

Supporting Objective/Action

ITO 3-3 Implement Decision Support Systems.

Business Driver: Implementing Decision Support Systems will allow the compilation of data to assist the Department in reporting and analyzing services.

Benefits: Increase the value of the Department's investment in information technology by providing a means for the collection and analysis of data.

Risks: Without Decision Support Systems it will be difficult to determin program performance and effeciency. Performance measures are required by state and federal entities responsible for monitoring and funding of programs that serve the public. Program improvement is based on the ability to measure performance.

Timeframe: 2010-2013

Critical Success Factors: Programs are able to collect and analyze data to assist in decision making.

Goal Number 4:

ITG 4 Develop and Implement a National Institutes of Standards and Technology (NIST) Based Security Program

Description: DPHHS systems and data are a critical and valuable resource that is required for the continued success of program business functions. Access to this data and these systems must be appropriate, allowing access only for those with a legitimate need-to-know. Data must be available but protected from both deliberate and accidental theft or destruction

Benefits: Ensure the confidentiality, integrity and availability of DPHHS data allows DPHHS to provide services to Montana citizens.

This DPHHS IT goal supports the following State IT Goal:

• Goal 4: Protect individual privacy and the privacy of information contained within IT systems.

Supporting Objective/Action

ITO 4-1 Ensure security of DPHHS data.

Business Driver: Increasing security of DPHHS data will result in decreased cost, increased public trust, increased public safety, decreased legal risk and increased compliance with federal rules and regulations.

Benefits: Protection of IT assets and sensitive and confidential information on individuals and families.

Risks: Loss of security of data places DPHHS at legal risk and increases.

Timeframe: Ongoing

Critical Success Factors: All DPHHS systems with sensitive and confidential data on individuals must require authentication. No breaches of confidentiality. No access allowed to unauthorized users.

Supporting Objective/Action

ITO 4-2 Ensure privacy of DPHHS data.

Business Driver: Increasing privacy of DPHHS data will result in decreased cost, increased public trust, increased public safety, decreased legal risk and increased compliance with federal rules and regulations.

Benefits: Protection of sensitive and confidential information on individuals and families.

Risks: Loss of confidentiality could comprise the safety and service of individuals. Loss of confidentiality places DPHHS at legal risk.

Timeframe: Ongoing

Critical Success Factors: All systems with confidential data on individuals must require authentication. No

breaches of confidentiality. No access allowed to unauthorized users.

Supporting Objective/Action

ITO 4-3 Ensure availability of DPHHS systems.

Business Driver: Ensuring the availability of DPHHS data by implementing backup, recovery and failover procedures will result in decreased cost, increased public trust, increased public safety, decreased legal risk and increased compliance with federal rules and regulations.

Benefits: Uninterrupted operations of systems critical to program operations.

Risks: Loss of operations will comprise the time-sensitive delivery of services essential to the health and welfare of Montana citizens.

Timeframe: Ongoing

Critical Success Factors: Critical systems are available 99% of operational hours.

Supporting Objective/Action

ITO 4-4 Ensure integrity of DPHHS data.

Business Driver: Ensuring the integrity of DPHHS data is necessary for the appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens.

Benefits: Ensure data required for program service delivery, reporting and decision support is accurate, timely, and complete.

Risks: Loss of integrity will comprise the appropriate, accurate and timely delivery of services essential to the health and welfare of Montana citizens.

Timeframe: Ongoing

Critical Success Factors: Accuracy of data meets acceptable State and federal program standards.

SECTION 5: IT INITIATIVES (FY2010 - FY 2015)

5.1 IT Initiatives

PROGRAM AND PROJECT SPECIFIC INITIATIVES:

1. Title: MMIS Replacement

Description: Montana is writing a request for proposal (RFP) to replace the current MMIS system with a new system using updated technology. Montana's current MMIS system is mainframe CICS/VSAM and utilizes COBOL legacy language that has been in operation since 1985. The system was previously updated in 1997 and certified by CMS in 1998. Due to the old technology and data integrity of our existing system, the Department finds it necessary to update the current MMIS with a system using the most current technology in order to increase the accuracy and timeliness of processing claims. This system processes claims for Medicaid, Children's Health Insurance Plan (CHIP) and Mental Health Services Plan (MHSP).

MBARS EPP Number: MBARS IT Number:

2. Title: TANF Eligibility System Replacement (CHIMES-TANF)

Description: The Temporary Assistance for Needy Families (TANF) eligibility system project will replace the TANF component of The Economic Assistance Management system (TEAMS), a mainframe-based system currently used in the eligibility determination, benefit distribution and program administration for the Supplemental Nutrition Assistance Program (SNAP) and TANF programs. In the face of ever growing federal changes to the TANF program, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with TEAMS enhancements.

MBARS EPP Number: MBARS IT Number:

3. Title: Supplemental Nutrition Assistance Plan (SNAP) Eligibility System Replacement (CHIMES-SNAP)

Description: The SNAP eligibility system project will replace the SNAP (previously food stamps) component of The Economic Assistance Management system (TEAMS), a mainframe-based system currently used in the eligibility determination, benefit distribution and program administration for the SNAP and TANF programs. In the face of ever growing federal changes to the SNAP program, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with TEAMS enhancements

MBARS EPP Number: MBARS IT Number:

4. Title: Healthy Montana Kids (HMK)

Description: In November 2008 Montana residents passed the Healthy Montana Kids Act. This act calls for the expansion and coordination of health coverage for children. The design, development, and implementation of the system to support this program are managed by the Technology Services Division (TSD).

MBARS EPP: MBARS IT Number:

5. Title: CAPS Enhancements

Description: With the delay of the Statewide Automated Child Welfare Information System (SACWIS) replacement build there will need to be several enhancements to the Child and Adult Protective Services (CAPS) system. These enhancements are necessary to be compliant with federal regulations.

MBARS EPP Number: MBARS IT Number:

6. Title: AWACS /SFSL

Description: The Agency Wide Accounting Client System (AWACS) provides a common financial application for integrating transactions into the Statewide Accounting, Budgeting, and Human Resources System (SABHRS). The Shared Fiscal Services Layer (SFSL) being built for SNAP/TANF will serve as a replacement, modernizing business processes by sharing common tools and functionality.

MBARS EPP: MBARS IT Number:

7. Title: Statewide Automated Child Welfare Information System (SACWIS) Replacement

Description: The Montana Automated Child Welfare Information System (MACWIS) project will replace Child and Adult Protective Services system (CAPS), the State's current SACWIS application. CAPS is a mainframe-based system used in the monitoring of foster care cases, adoption cases, provider contracts and licensing, financial accounting, payments for services to providers and reporting. In the face of ever growing federal changes to Child and Adult Protective Services, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with CAPS enhancements. Implementation of this replacement has been delayed.

MBARS EPP Number: MBARS IT Number:

8. Title: Title: MMIS Fiscal Agent Contract

Description: The Department contracts with ACS (Affiliated Computer Systems) to maintain and update our Medicaid Management Information System (MMIS) and run our fiscal agent operations.

MBARS EPP: MBARS IT Number:

9. Title: CHIMES-Medicaid Maintenance and Support

Description: The CHIMES-Medicaid system went live October 1, 2009. Enhancements and maintenance will be managed by the Technology Services Division (TSD) through a contract with an outside vendor.

MBARS EPP: MBARS IT Number:

10. Title: TEAMS Maintenance and Support

Description: The Economic Assistance Management System (TEAMS) is used for eligibility determination and benefits issuance for the SNAP and TANF (cash assistance) programs. Enhancements and maintenance of the TEAMS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

11. Title: SEARCHS Maintenance and Support

Description: The System for Enforcement and Recovery of Child Support (SEARCHS), the State's current Child Support System, is used in the enforcement and recovery of child support, financial accounting, payments, and reporting. Enhancements and maintenance of the SEARCHS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

12. Title: KIDS Maintenance and Support

Description: Kids Insurance Determination System (KIDS) supports Montana's Child Health Insurance Program (CHIP). Primary functions include eligibility determination, financial management, contracting and reporting. Enhancements and maintenance of the KIDS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

13. CDS/HMIS Maintenance, Support and Enhancement

Description: The Central Database System (CDS) is used in support of the Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. The Homeless Management Information System (HMIS) is used by Montana service providers such as Emergency Shelters, Transitional Housing and Permanent Supportive Housing so they may have the opportunity of utilizing a Management Information System to track client information and report progress. This includes replacing the 20+year old commodities system.

MBARS EPP Number: MBARS IT Number:

14. Title: CAPS/OPM Maintenance and Support

Description: The Child and Adult Protective Services (CAPS) system supports case management for child protective services, services to juvenile probation and parole, payments, and licensing activities. It is used to monitor, track and make provider and beneficiary payments for Child and Adult protective services, including foster care, subsidized adoption, and elder abuse. Operation Protect Montana (OPM) supports case management for Senior Long Term Care Division (SLTC)/Adult Protective Services (APS). Enhancements and maintenance of the CAPS and OPM systems is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

15. Title: CCUBS Maintenance and Support

Description: Child Care Under the Big Sky (CCUBS) supports Montana's child care program. Primary functions include child care licensing, provider inspection, family eligibility determination for subsidy & payment processes, and quality improvement program contract management. CCUBS interfaces with TEAMS, CAPS, CDS and the MSU Practitioner Registry. Enhancements and maintenance of the CCUBS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

16. Title: HIT

Description: The Department will provide technical consulting services to identify needs of critical access hospitals and to support implementation of HIT, including electronic health records, health information exchanges, connectivity issues related to linking facilities, IT security and HIPAA compliance. Emphasis will be placed on assistance and training for achieving meaningful use requirements as defined by the Office of the National Coordinator for HIT and CMS, and to explore feasibility of sharing HIT infrastructure and staff. The HIT consultant will also coordinate and integrate efforts with DPHHS State Medicaid Health Information Technology Plan, HealthShare Montana (Montana's State Designated Entity for HIE), Mountain Pacific Quality Heath (regional extension center for development of HIT), and MHA HIT Task Force.

MBARS EPP: MBARS IT Number:

17. Title: NEDSS Based Systems (NBS) Implementation

Description: The National Electronic Disease Surveillance System (NEDSS) supports routine surveillance activities associated with the rapid reporting o disease trends to control outbreaks. The NEDSS platform allows states to enter, update and electronically transmit demographic and notifiable disease data to the Centers for Disease Control and Prevention (CDC). The support of this system is transitioning to be managed by the Information Systems Bureau of the Technology Services Division.

MBARS EPP: MBARS IT Number:

18. Title: TARTS

Description: The Time Allocation and Request Tracking System (TARTS) will replace the TSD request tracking system known as SMART. TARTS will keep track of work requests and/or activities and the time recorded to each one by individuals assigned to these tasks. It will provide activity reporting and cost allocation reporting and will be used by up to 13 different units within DPHHS, including Office of Legal Affairs and Human Resources.

MBARS EPP: MBARS IT Number:

19. Title: Immunization Registry Replacement Feasibility Study

Description: The Public Health and Safety Division is conducting a study to determine the feasibility of different options for a new immunization registry.

MBARS EPP: MBARS IT Number:

20. Title: Benefits EBT Replacement Feasibility Study

Description: The Department will be conducting a feasibility study to determine the feasibility of outsourcing EBT services used for TANF and SNAP in lieu of running its own system.

MBARS EPP: MBARS IT Number:

21. Title: WIC EBT

Description: The Department intends to implement Electronic Benefit Trasnfer (EBT) for WIC. In preparation, the Department will procure a qualified vendor to perform EBT planning and analysis activities specific to the needs of the WIC program. The project goals are to identify the needs of the WIC program and assist in the decision of implementing a new EBT process or modifying an existing EBT process.

MBARS EPP: MBARS IT Number:

22. Title: SEARCHS Replacement Planning

Description: The System for Enforcement and Recovery of Child Support (SEARCHS) is the State's current Child Support System. SEARCHS is a mainframe-based system used in the enforcement and recovery of child support, financial accounting, payments, and reporting. In the face of ever growing federal changes and aging technology, it is no longer cost-effective to enhance and maintain the current system. The State anticipates conducting a feasibility study for replacing the legacy system.

MBARS EPP Number: MBARS IT Number:

23. Title: Facilities Electronic Health Records

Description: Assess the needs and capabilities of the systems in the institutions to be in compliance with and obtain the benefits from the various Health Information Technology (HIT) and Electronic Health Records (HER) initiatives currently underway nationwide.

MBARS EPP: MBARS IT Number:

24. Title: Facilities Document Imaging

Description: DPHHS facilities would benefit from document imaging which would allow them to create an efficient and paperless office.

MBARS EPP: MBARS IT Number:

25. Title: PAB Document Imaging Project

Description: Develop and implement a paperless document management system by imaging documents and storing them in an electronic file. The project includes infrastructure, software, licensing, support personnel, training, and customer support along with the needed scanners and personal computers. Scanning documents for active cases at OPA's is included in the scope.

MBARS EPP: MBARS IT Number:

26. Title: Upgrade and Enhance State Laboratory Systems

Description: The DPHHS Laboratory Services Bureau uses three data systems to provide clinical and environmental testing services and billing for those services. Electronic laboratory reporting, where testing results are automatically reported to the submitters' data system, will be required in the near future. The current data systems will need to be upgraded to meet this requirement.

MBARS EPP: MBARS IT Number:

27. Title: TPL Case Management System/Database

Description: This system will replace a Microsoft Access database that does not have the capabilities to store and organize the many types of data necessary for case management of Thrid Party Liability cases that ultimately return monies to the state.

MBARS EPP: MBARS IT Number:

28. Title: TPL Data Matching System

Description: This system will have connections to health insurers' data systems that will provide better data on third party resources owned by clients whose medical costs were originally paid by Medicaid.

MBARS EPP: MBARS IT Number:

29. Title: QAD Licensing Bureau Health Care Facilities Database

Description: This system will replace a Microsoft Access database with more capabilities to gather, store and retrieve data and create the efficiencies for provider application/renewal submission.

MBARS EPP: MBARS IT Number:

30. Title: Medical Marijuana Check Scanner

Description: A check scanner will improve efficiencies in Medical Marijuana application processing by scanning data on checks that is currently hand entered into the database. It will also facilitate good internal control by allowing the association of check data with applications.

MBARS EPP: MBARS IT Number:

31. Title: Mainframe Increases

Description: The DPHHS has seen a steady increase over the past three years in system mainframe utilization. These increases are from a range of issues including, but not limited to, lengthier processing time to enact a data request or entry, more detailed case study notes, and data storage for closed cases remaining on the system. Steps have been taken to attempt to reduce these increases including the purchase by D of A of a larger, newer and faster server. However, utilization and thus costs continue to rise.

MBARS EPP: MBARS IT Number:

32. Title: Agency Year End Server Replacement

Description: The Technology Services Division is responsible for managing servers for the Department. As these servers reach end of life they must be replaced. Many of the systems that are mission critical for the Department are run on these servers.

MBARS EPP: MBARS IT Number:

33. Title: M-SPIRIT Maintenance and Support

Description: M-SPIRIT is the new system for the Women, Infant, and Children (WIC) program. WIC provides milk, cheese and other healthy foods to women and children in need. The WIC program is in the process of testing the next release of M-SPIRIT which will allow upgrade to Windows Vista or Windows 7. Maintenance and support of M-SPIRIT is managed by the Technology Services Division (TSD) through a contract with an outside vendor.

MBARS EPP Number: MBARS IT Number:

34. Title: Big Sky Rx Maintenance and Support

Description: Big Sky Rx supports Montana's program to help pay monthly premiums for people with Medicare prescription drug coverage. Enhancements and maintenance of the Big Sky Rx system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

35. Title: Montana Access (EBT) Maintenance and Support

Description: Electronic Benefits Transfer (EBT), aka Montana Access, is used to electronically disburse SNAP benefits and Temporary Assistance for Needy Families (TANF) cash payments. It is also used for electronic reimbursement of retailers and financial institutions. Enhancements and maintenance of the EBT system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP Number: MBARS IT Number:

36. Title: DDP Subsystem Maintenance and Support

Description: Maintenance and support of the Developmental Disabilities Program (DDP) AWACS subsystem is managed by the Technology Services Division (TSD) through a contract with an outside vendor.

MBARS EPP: MBARS IT Number:

37. Title: CACFP Maintenance and Support

Description: The Child and Adult Care Food Program (CACFP) tracking and reporting system supports the administration of the Child and Adult Care Food Program in Montana. This program pays for nutritious meals for approximately 15,000 children in child care programs across the state. Enhancements and maintenance of the system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP: MBARS IT Number:

38. Title: CHRIS Maintenance and Support

Description: The Child Health Information and Referral System (CHRIS) provides Children's Special Health Services; the Western Eastern North Central and South Central Regional Pediatric Clinics; the Newborn Screening Programs; and the Montana School for the Deaf and Blind with a client management system for tracking and reporting services provided to children with special health care needs. Enhancements and maintenance of the system is managed by the Technology Services Division (TSD) through a contract with an outside provider.

MBARS EPP: MBARS IT Number:

39. Title: HIPPS Maintenance and Support

Description: The Health Insurance Premium Payment System (HIPPS) electronically receives referrals for the Health Insurance Premium Payment program from the Medicaid eligibility system and enables Third Party Liability (TPL) staff to determine if paying health insurance premiums with Medicaid funds is cost effective for qualifying individuals. HIPPS is managed by the Technology Services Division (TSD) through a contract with an outside vendor. The Department is replacing its current system with a modern web-based system that increases its functionality and interoperability.

MBARS EPP: MBARS IT Number:

40. Title: Upgrade CDS HMIS to JAVA

Description: Upgrade the CDS/HMIS systems to web-based systems developed in JAVA.

MBARS EPP: MBARS IT Number:

41. Title: Additional IT Staffing for AMDD

Description: AMDD has identified the need for additional IT related personnel to support its facilities and provice the necessary skills and redundancy needed to support its current and future systems.

MBARS EPP: MBARS IT Number:

42. Title: Substance Abuse Management System (SAMS)

Description: The Substance Abuse Management System (SAMS) manages provider/client screening, admission, assessment, diagnosis, placement, treatment/services, discharge and follow up for both inpatient and outpatient treatment of chemical dependency and establishes financial eligibility for assistance from state programs and provides extensive information to the Department. SAMS also provides extensive reporting for Federal, State, and local entities, and the state contracted providers of Substance Abuse and Substance Dependence treatment. In addition, SAMS manages the mandatory admission, treatment and discharge for those convicted of Driving Under the Influence.

MBARS EPP: MBARS IT Number:

43. Title: Resident Account System Replacement

Description: The Resident Account System (RAS) is used to track institutionalized clients' personal funds. The current system runs on the Department of Corrections AS/400 using non-state standard technology and is no longer able to be cost-effectively enhanced to support program needs. Its functionality could be moved to another system such as TIER, an electronic medical records system, MICRS (an electronic institutional billing system), or an off-the-shelf module.

MBARS EPP: MBARS IT Number:

44. Title: Nurse Aide Registry Database

Description: This new database will replace an aging Microsoft Access database and provide new functionality for processing applicationa online and renewing certifications online. This registry is a federal requirement.

MBARS EPP: MBARS IT Number:

DEPARTMENT STRATEGIC INITIATIVES:

The following initiatives do not currently meet the criteria established for inclusion as initiatives. However, they are strategic initiatives for the Department.

1. Title: Improve Department Website

Description: Reviewing the current website, determining Department needs and analyzing the options will help the Department create a website that is easy for consumers to use and helps the Department achieve its mission.

2. Title: Social Networking

Description: Some programs would benefit greatly by using social networking. These technologies will allow the Department to better meet its mission by communicating to citizens in ways that increase the Department's reach.

3. Title: Identify PHSD IT Support Needs

Description: The Public Health and Safety Division (PHSD) uses many different systems, databases and software to conduct business. The Technology Services Division will work with the PHSD to provide increased support and services that will enable PHSD to better meet their mission.

4. Title: Expand Online Application

Description: The recent federal legislation on health care has increased requirements related to simplification and increased access of applications for federal health services. The Department will evaluate these requirements and implement online applications when feasible and beneficial.

5. Title: Human Resources Database and Tracking System

Description: The Human Resources Office has increased needs for a system(s) that will allow them to track, analyze and report different data sets. The TSD will work with HR to determine their needs and implement a system (or systems) that will assist them.

6. Title: Email security communicating securely

Description: The Department continues to need to advance security of communications while allowing staff to perform their job functions. A functional, efficient and secure way to share information is integral to achieving our goals and objectives.

7. Title: Training System

Description: The Technology Services Division recognizes the need for a customizable system to use for training Department staff. This system would be used by multiple programs within the Department to provide, test and track training.

8. Title: Secure Wireless Access

Description: Several divisions/programs would benefit from secure wireless access to systems while providing services in the field. Many services provided by the Department, such as public health inspections, require staff to do their job in remote locations away from Department offices and wired network connections. Wireless access to systems and databases from laptops and other remote devices would provide real-time inquiry and update capability.

9. Title: Human Capital Planning

Description: As more Department employees reach retirement age it is important that we have skilled people in place to step in and support the mission critical systems. This includes building staff redundancy, training new skills and recruiting people with the needed skills.

10. Title: AWACS Subsystems

Description: The AWACS system has many subsystems that are critical to the Department. Each subsystem on it's own does not meet the criteria to be included as an initiative. These subsystems include ISERV, ISERVT, Contracts, and PERQS.

SECTION 6: ENTERPRISE ALIGNMENT

6.1 State Strategic Plan for IT Alignment

DPHHS will be involved in many communities of interest. The services provided by DPHHS intersect with all aspects of a person's life and their community. DPHHS provides services for protecting the health of all Montanans and providing Montana citizens with essential services. Our highest priority communities of interest are indicated below

V	Government Services
V	Public Safety
	Human Resources
V	Environmental
	Education
V	Economic
	Cultural Affairs
	Finance

SECTION 7: EXPENDITURES

7.1 Planned Agency IT Expenditures

Expense Category	FY2010	FY2011		FY2012	FY2013	FY2014	FY2015
Personal Services	6,496,712	6,481,901		6,669,629	5,670,744	5,820,025	5,973,686
Operating Expenses	15,486,456	15,594,307		17,958,429	19,058,140	20,037,785	20,418,025
Initiatives	25,945,112	45,379,384		55,829,341	38,104,976	17,731,293	17,856,428
Other expenditures	40,000	50,000	١	200,000	187,000	50,000	50,000
Totals	47,968,280	67,505,592		80,657,399	63,020,859	43,639,103	44,298,139

SECTION 8: ENTERPRISE IT INVENTORY

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? Yes

Date that Agency last updated their IT Inventory: March 9, 2010